

**SPECIAL MEETING OF RESIDENT COUNCIL
COPPER LAKE ESTATES – JANUARY 21, 2016**

SUBMITTED JANUARY 22, 2016

Meeting was called to order by Council Chairwoman, Willa Hill at 2:05 pm with eight (8) members present. Invited guests were, Lee Holland, Executive Director of CLE and Resident, Charlie Dean. This special meeting was called to address concerns and problems brought to Management by Resident, Charlie Dean. The Chairwoman read from the Resident Council Bylaws explaining the purpose of the Resident Council, "the purpose of the Council is to establish and maintain liaison between Residents and the Management of Copper Lake Estates and to advise Management with respect to policies concerning the welfare, conduct and activities of the Residents, and to make suggestions, recommendations, and where permitted by law, demands, to further the same." She also stated that no one should speak unless recognized and to not talk among themselves so everyone could be heard.

Mr. Dean was introduced and asked if he would like to speak. He indicated he did not wish to speak as his memo to management was self explanatory. Mr. Holland was recognized and began to discuss the food and dining problems addressed in Mr. Dean's memo. It was brought to everyone's attention that most all of the items Mr. Dean cited have been previously submitted by the Residents to the Food Committee (cook and kitchen help included), Resident Council and Management with the exception of the cereal bowls being too small. Some items have been addressed but most have not. There is no feedback as to what happens to this report.

Mr. Holland addressed the subject of "Hierarchy" stating that Management meets every morning to discuss problems but we are not getting any feedback. Mr. Holland asked what feedback we would want and it was stated we would like a statement from him to the Council Chairwoman as to what is being done about the items and she would relay to the Council. He asked if the Council felt intimidated by Management. Members of Council indicated "no" they did not. Paper copies of Resident Council documents may be given out but not digital as per Resident Council Bylaws. The Resident Council is NOT controlled by Management and has minimal contact with them. The accusation has been made that management is withholding information; Mr. Holland asked if we felt we were kept from doing our job. "No", was the consensus of the Committee. Due to HIPPA Law information such as addresses, phone numbers, email addresses, etc. cannot be given out on Residents.

The Resident Council has nothing to do with the Town Hall Meeting. This is Management's meeting to inform Residents of upcoming events, and pertinent information for their welfare. We attend as Residents only.

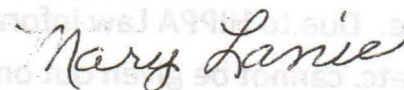
The question was asked if all Mr. Dean's Open Letter should be presented at the Town Hall Meeting. Discussion was held, a motion made by Willa Hill, seconded by Shirley Jackson to present at Town Hall or not, and a vote taken. A unanimous vote to NOT present the Open Letter at Town Hall Meeting was the result. It was felt that most all information had already come from and by Residents so they are aware. The Food Committee meets and has cooks and kitchen help attend so they are aware of the complaints at the time they are submitted. Coffee is a problem every day, not being available much of the time. Coffee machines have been worked on but need to be replaced and we will be getting new equipment. No date for delivery as of this date. Next Food Committee meeting is next Tuesday, January 26 and Mr. Holland and Mr. Dean have been invited.

Mr. Holland has talked with Andrea, Manager of Dining Services and she is very eager to help and get things straightened out. She is a very talented cook and looks forward to making things better. Mr. Fred Becker, from Corporate will be here later this month to train Andrea and Wait Staff. This should help with running out of items, stocking condiments, having tables set up with necessary items, as well as other areas in which we experience problems. One of the areas needing revision is the menu for diabetics. Many times both entrees are something diabetics cannot eat and sometimes even the vegetables and soup they cannot eat. Menus are sent to us from Corporate and we do not have a lot of flexibility but menus could be discussed with the kitchen staff and the food committee and some adjustments made. Weekly menus are still not available each week nor do we always have a big menu on each table. Mr. Holland said he would check on this.

Mr. Dean indicated that he intends to attend the Town Hall Meeting and will attempt to present his document.

Motion was made by Shirley Jackson for adjournment, 2nd by Sue Cooper. Meeting adjourned at 2:35pm.

Respectively submitted,



Mary Lanie, Secretary